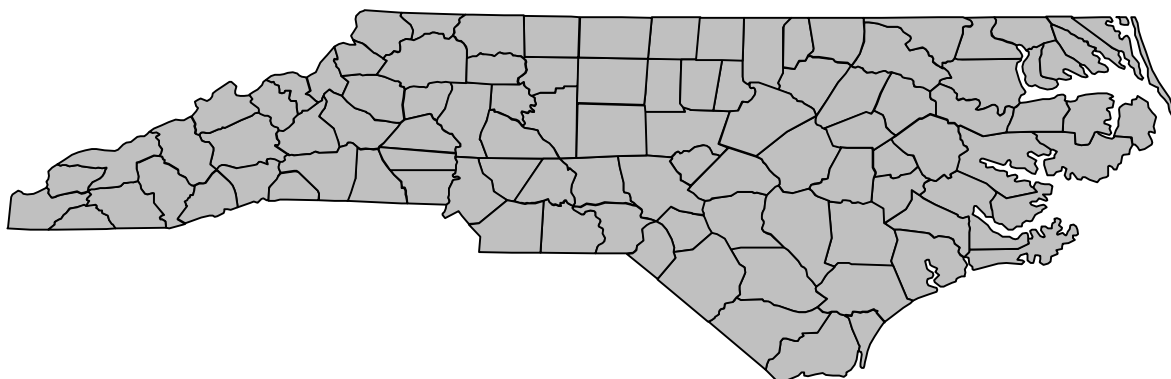


**North Carolina Division of Mental Health, Developmental  
Disabilities, and Substance Abuse Services**

**Quarterly Report on  
Critical Incidents, Deaths, and  
Use of Seclusion and Restraint in Area  
Authorities/County Programs**

***REVISED***

**for Second Quarter State Fiscal Year 2003-2004  
(October-December 2003)**



prepared by

Quality Management Team  
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North Carolina Department of Health and Human Services

May 2004

## **Notes for Second Quarter *Revised* Report**

As now required by North Carolina General Statute, Area Authorities/County Programs (AA/CPs) receive and must review all Critical Incidents and Death Reports from Category A and B providers as defined in 10A NCAC 27G.0602 in their catchment areas for mental health, developmental disability and substance abuse services. Programs are to analyze this collected information as part of their quality management efforts and to report summarized information to the Division of Mental Health, Developmental Disabilities and Substance Abuse Services quarterly. This is a revised version of the second statewide quarterly report reflecting the addition of several programs whose data was not shown in the original report. The reporting and analysis of information on critical incidents and deaths must be an important part of any effort to manage the quality of care being delivered. This statewide report is meant to support local efforts in improving the quality of care being delivered.

This report is organized around two main sections. The first section of the report summarizes the findings of AA/CPs with regards to their own analyses of the data, highlighting common areas of concern and some of the quality improvement steps being taken.

The second major section of the report summarizes collected data on a variety of types of deaths, critical incidents, and the use of seclusion and restraint in local areas. The reporting includes data on 122C licensed facilities except hospitals and unlicensed community-based providers. The reporting does not include data on state institutions, hospitals, nursing homes or other category C providers which are not covered by the new regulations. The types of incidents include deaths; abuse, neglect, or exploitation; injury requiring treatment by a physician; medication errors; the use of seclusion and restraint; and other types of critical incidents.

This statewide reporting on critical incidents is a new process. Accordingly, it is understood that initially there will be some incomplete reporting as the new regulations are fully put into place. Additionally, the process of deciding how best to summarize and share this collected information is likely to change over time as a better understanding of the issues is gained. This is a developmental process which should improve over this first year.

### **Please give us feedback!**

We hope the information in this report will begin to provide a useful overview of the numbers of critical incidents, deaths, and use of seclusion and restraint being reported across the community system in North Carolina. The process of constructing and improving these reports is ongoing. We welcome your suggestions on how we can make them more useful and more relevant to your questions and concerns. To provide feedback please contact:

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# Report Summary

As noted in the introduction, the statewide reporting of critical incidents and deaths is a new process. The task of implementing this new process when combined with the major changes being undertaken in how local services are being provided and managed mean that this will of necessity be a developmental process. Time will be needed to get all providers fully reporting the required data.

This is a revised version of the second quarter report. The data for several programs were left out of that report and have been added here. Of the 36 area authorities/county programs (AA/CPs) that were supposed to report data, 34 submitted data. The two non-reporting programs were in the process of getting ready to merge with other programs and have since made those mergers. For comparison purposes across the two quarters, the raw statewide numbers will not reflect a matched group. However, the statewide rates are adjusted to only count those programs which reported data. The active client data for the first quarter was adjusted to reflect updated information. This had the effect of changing some of the rates per 1,000 active clients for reported deaths and incidents.

A small number of AA/CPs noted improved levels of reporting by providers in the second quarter although two programs indicated a decline. While it is the responsibility of AA/CPs to make sure providers in their catchment areas understand reporting requirements, the Division will continue to review the number of reports submitted by providers and AA/CPs' continued trend analysis in the upcoming quarters to decide whether to send further clarification on this matter to providers. Efforts to increase reporting by providers remains an important task for AA/CPs.

Because of probable differences in reporting, any comparisons across AA/CPs should be done with caution. The second quarter data continues to show wide variations across programs in the client adjusted rates of critical incidents and deaths. Comparisons across the two quarters even within the same area program should be done cautiously as well. The data thus far suggest that for some categories such as deaths, there may be large fluctuations in rates. These fluctuations may simply be due to the small numbers of cases rather than any major shifts. More quarters will be needed to understand the variations that might be expected across quarterly reports.

The relative numbers of reported incidents is fairly low in the second quarter at 8.0 critical incidents per 1,000 active consumer caseload or less than one percent. This rate is up from the first quarter's report of 7.3 per 1,000 consumers. This rise may simply be due to improved reporting. Some categories showed declines statewide such as reported injuries and use of seclusion and restraint. Medication errors showed a rise in the error rate while most of the other categories of critical incidents showed only slight changes. More quarterly data will be needed before a strong assessment should be attached to these patterns at the state level.

## Table of Contents

### Quarterly Report on Critical Incidents, Deaths, and Use of Seclusion and Restraint in Area Authorities/County Programs

Second Quarter State Fiscal Year 2003-2004 (October-December 2003)

### **Revised Report**

Notes for Second Quarter Report	1
Report Summary	2
Highlights of Trend Analysis Quality Improvement Efforts by Area Programs	
Summary of Trends Reported	4
Examples of Trend Analyses Reported	5
Summarized Data	
Comparison Data for Reporting	
Number of Providers Submitting Critical Incident Reports	8
Compared to Providers In Area	
Average Number of Reports per Provider	9
Reported Critical Incidents and Deaths	
Total Number of Critical Incident and Death Reports Received	10
Deaths Reported	
Numbers	11
Rate per 1,000 Active Clients	12
Abuse, Neglect, and Exploitation	
Numbers	13
Rate per 1,000 Active Clients	14
Injury Requiring Treatment by Physician	
Numbers	15
Rate per 1,000 Active Clients	16
Medication Errors	
Numbers	17
Rate per 1,000 Active Clients	18
Other Critical Incidents	
Numbers	19
Rate per 1,000 Active Clients	20
Consumer Restrained or In Seclusion at Time of Critical Incident	
Numbers	21
Rate per 1,000 Active Clients	22
All Reported Use of Seclusion and Restraint	
Numbers of Reported Use of Seclusion and Restraint	23
Rates and Average Uses of Seclusion and Restraint	24

## Summary of Trends Reported

One of the purposes of reporting critical incidents, deaths, and use of seclusion & restraint quarterly is to identify trends and patterns across the state that provide shared opportunities for improvement. Common trends across area authorities/county programs (AA/CPs) may indicate opportunities for AA/CPs to learn from each other. They may also point to issues that need to be addressed systematically statewide, either by the Division or by the NC Council of Community Programs.

The table below lists patterns identified by AA/CPs during the first quarter of reporting. **The most common issue identified is the AA/CPs using the trend information for reviewing treatment plans.** Increased reporting of incidents was also noted by a small number of the programs although two programs noted a decline in reporting of incidents. While it is the responsibility of AA/CPs to make sure that providers in their catchment areas understand reporting requirements, the Division will decide whether to send further clarification on this matter to providers by reviewing the number of reports submitted by providers and AA/CPs' trend analyses in the upcoming quarter.

	Identified Trends	Number (Percent) of AA/CPs Citing This Issue (30 total)
<b>Critical Incidents</b>	Increased reporting of incidents	4 (13.3%)
	Decreased reporting of incidents	2 (6.7%)
<b>Deaths</b>	Decreased reporting of deaths	1 (3.3%)
<b>Seclusion and Restraints</b>	Decreased use of physical restraints	2 (6.7%)
	AA/CPs making decisions on training needs based on trends	2 (6.7%)
	AA/CPs reviewing treatment plans based on trends	6 (20.0%)
	AA/CPs watching patterns to see if trends develop	2 (6.7%)

## **Examples of Trend Analyses Reported**

The area authority/county program (AA/CP) reports cited below provide an overview of how AA/CPs are identifying and responding to patterns in deaths, critical incidents and/or use of seclusion and restraints. Excerpts from these reports are included because they provide good examples of (1) providers' compliance with the reporting process; (2) identification of patterns/trends; (3) actions being taken in response to trends.

Permission to identify the AA/CPs being quoted by name has been received from the AA/CPs who have been cited in this report.

### **Reporting Compliance**

Four Area Programs/LMEs have reported increased reporting compliance: increase of CI reports as well as more varied types of incidents. Two others reported possible under-reporting.

#### *CenterPoint*

Received 44 reports compared to 14 received last quarter. Reports received from 12 providers compared to 5 providers last quarter

#### *Cumberland*

Some of this increase was attributed to education by the AP/LME as well as an increased community awareness of reporting requirements impacting on provider reporting.

#### *Mecklenburg*

A Critical Incident and Complaints Review Committee meets weekly to review all incident reports. Providers are showing improvement in the use of the incident reporting form. Reports from non-network providers are still very low in volume and there may be under-reporting.

#### *Smoky Mountain*

No death reports submitted for this quarter. 5 were submitted in the 1st quarter. May indicate need to reinforce this requirement with providers. The QA Committee will consider this and take action as needed.

## **Decreased Use of Physical Restraints**

### *Cumberland*

There were fewer uses of physical restraints this quarter involving fewer clients. During this quarter there were 11 clients involved in 22 physical restraints compared to the first quarter in which 21 clients were involved in 36 physical restraints.

### *Edgecombe-Nash*

36% reported decrease in physical restraints on clients since the last quarter report

## **AA/CPs Making Decisions About Training Needs Based on Trends**

### *Onslow*

There were 24 critical incidents reported for the second quarter. Reviewing for trends and patterns indicated that crisis staff [need to] receive additional training on processes and safety.

[Four] 4 physical restraints were used during the second quarter. Did not identify any patterns this quarter. Did identify at time of restraint that one restraint not performed by OCBHS [AA/CP], was inappropriately requested by a provider to a school resource officer. This incident resulted in defining appropriate authority with the schools and providers when they are providing services in the schools.

### *Cumberland*

Analysis of information from providers has suggested that many of them do not have programs in place in their facilities to ensure that therapeutic services are being provided. Some do not seem to understand that they are to offer more than a safe place in which a consumer can live and transportation. This will be a focus for training by the LME.

Providers in the community continue to be advised to analyze their use of restrictive interventions. During the next quarter, providers will be asked to provide this to the area program as part of the development of a database to identify monitoring needs of providers.

## **AA/CPs Reviewing Behavior Plans and/or Placement Decisions Based on Reported Incidents of Restraints and Frequent Consumer Absences (AWOLS)**

### *Crossroads*

Significant number of physical restraints with 1 consumer triggered a review of AP/LME internal monitoring, development of a behavior plan in coordination with

the provider of Day Treatment services and a review of this information by Client Rights Committee.

#### *Mecklenburg*

The volume of seclusion and restraint is very similar to that of the previous quarter. Chemical restraint has reduced significantly when compared to the previous quarter and this was related to intensive work with one provider by the Area Program. It was noticed that many of the seclusion and restraint episodes reoccur with the same consumers. This trend will be reviewed by the Area Program and follow up recommendations will ensue.

#### *New River*

New River's Risk Management Committee and Human Rights committee review all incident reports involving seclusion and restraints. We conducted a monthly monitoring on one facility that has reported using physical restraints repeatedly on one client and requested a plan of correction that addresses the use of restraints.

We also are following closely several young clients in the school setting that are being restrained frequently and have advised changes in treatment plans.

#### *Cumberland*

There continue to be a large number of consumers who are AWOL for more than 3 hours. 17 consumers were responsible for the 24 incidents of AWOL behavior. Review shows that only two of the 17 were reported AWOL during the first quarter. Providers are working closer with area program staff to modify service plans to address the need for increased supervision for some consumers.

Whenever physical intervention becomes a pattern, the RM committee requests follow-up from the program director serving the client. They are asked to look at the treatment plan and evaluate if the use of restraints is properly addressed in the plan.

#### *Neuse*

All instances of restraints were reported to the Human Rights Committee for recommendation. Please note that the high number of restraints served as a trigger to attempt to learn how Neuse Center Case Management ensures that the rights of the child was protected. A Liaison will follow up with the catchment area in which this particular child resides.



**Table 1 - Numbers of Providers Submitting Critical Incident Reports and Numbers of Licensed Providers in Catchment Area**

Comparing the numbers of providers who submitted critical incident reports against the numbers of licensed providers in a catchment area provides some insight into the degree of reporting by providers and how widespread critical incidents are. Low numbers of providers reporting relative to the number of licensed providers in a catchment area may point to inadequate reporting of critical incidents. More study over time will be needed to assess this.

The number of providers reporting critical incidents relative to the number of licensed providers ranged from a low of 1.5 percent to a high of 37.3 percent with a statewide average of 14.0 percent.

	Total Number of Providers Who Submitted Critical Incident and Death Reports	Providers Submitting Reports as a Percentage of Total Licensed Providers in Catchment Area	Licensed Providers in Catchment Area			
			Total Licensed Providers in Catchment Area	Residential Group Home Providers	Non-Residential Providers	ICF-MR Providers
Alamance-Caswell	10	12.3%	81	65	11	5
Albemarle	1	2.1%	48	24	20	4
Blue Ridge	9	7.8%	116	68	37	11
Catawba	17	37.0%	46	28	13	5
Centerpoint	12	11.1%	108	73	24	11
Crossroads	7	7.9%	89	41	37	11
Cumberland	54	22.9%	236	197	28	11
Davidson	NR	NR	36	25	10	1
Durham	9	6.7%	134	103	18	13
Eastpointe	15	8.6%	175	130	27	18
Edgecombe-Nash	15	29.4%	51	41	6	4
Foothills	21	19.8%	106	62	33	11
Guilford	14	6.3%	222	175	31	16
Johnston	6	11.8%	51	37	9	5
Lee-Harnett	5	8.6%	58	39	11	8
Mecklenburg	38	9.2%	413	348	36	29
Neuse	3	3.9%	76	44	23	9
New River	22	26.5%	83	36	35	12
Onslow	20	28.2%	71	57	11	3
OPC	15	18.5%	81	52	19	10
Pathways	84	37.3%	225	175	34	16
Piedmont	34	13.9%	245	185	43	17
Pitt	9	14.8%	61	41	12	8
Riverstone	3	7.1%	42	27	13	2
Roanoke-Chowan	9	27.3%	33	22	10	1
Rockingham	2	5.1%	39	29	8	2
Rutherford-Polk	NR	NR	32	21	9	2
Sandhills	27	18.4%	147	100	34	13
Smoky Mountain	1	1.5%	68	46	17	5
Southeastern Center	19	24.1%	79	41	29	9
Southeastern Regional	9	7.3%	123	85	27	11
Tideland	2	3.9%	51	29	14	8
Trend	3	6.8%	44	26	13	5
VGFW	4	6.2%	65	48	13	4
Wake	16	7.1%	225	177	29	19
Wilson-Greene	9	14.5%	62	49	10	3
<b>All AA/CPs Reporting</b>	<b>524</b>	<b>14.0%</b>	<b>3,754</b>	<b>2,700</b>	<b>735</b>	<b>319</b>
<b>Minimum</b>		1.5%				
<b>Median</b>		10.2%				
<b>Maximum</b>		37.3%				

NR indicates program did not report data for the quarter.

## Table 2 - Average Number of Reports per Provider

The average number of critical incident and death reports per provider provides some insight into the level of reporting and of how concentrated the incidents are by provider.

The level of variation in the average number of reports per provider declined in the second quarter, but the average stayed the same. More data over time will be needed to assess these patterns.

	Total Number of Providers Who Submitted Critical Incident and Death Reports				Average Number of Reports per Provider Filing Reports			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell	2	10			10.5	3.0		
Albemarle	1	1			39.0	13.0		
Blue Ridge	9	9			2.6	1.9		
Catawba	4	17			1.8	3.6		
Centerpoint	5	12			2.8	3.7		
Crossroads	41	7			1.2	2.6		
Cumberland	17	54			4.2	1.8		
Davidson	4	NR			5.8	NR		
Durham	37	9			1.0	1.7		
Eastpointe	4	15			8.5	4.2		
Edgecombe-Nash	16	15			2.6	2.9		
Foothills	25	21			2.8	3.1		
Guilford	14	14			3.7	4.2		
Johnston	3	6			3.0	2.3		
Lee-Harnett	3	5			1.7	1.0		
Mecklenburg	32	38			9.0	11.3		
Neuse	10	3			1.3	2.7		
New River	24	22			1.6	1.5		
Onslow	29	20			3.1	3.1		
OPC	12	15			1.6	1.5		
Pathways	42	84			5.6	1.8		
Piedmont	32	34			4.9	5.4		
Pitt	7	9			3.0	3.3		
Riverstone	5	3			1.6	1.0		
Roanoke-Chowan	3	9			1.7	2.1		
Rockingham	4	2			1.3	1.5		
Rutherford-Polk	5	NR			1.6	NR		
Sandhills	30	27			3.6	2.4		
Smoky Mountain	4	1			1.5	1.0		
Southeastern Center	28	19			2.8	5.0		
Southeastern Regional	6	9			4.3	1.6		
Tideland	3	2			1.3	1.0		
Trend	4	3			2.0	2.0		
VGFW	8	4			1.0	1.3		
Wake	16	16			3.5	5.8		
Wilson-Greene	4	9			2.0	1.3		
<b>All AA/CPs Reporting</b>	<b>493</b>	<b>524</b>			<b>3.4</b>	<b>3.4</b>		
Minimum					1.0	1.0		
Median					2.7	2.4		
Maximum					39.0	13.0		

NR indicates program did not report data for the quarter.

**Table 3 - Numbers and Rates of Total Critical Incident and Death Reports Received**

This table shows the total number of Critical Incident and Death reports filed by local providers in each catchment area and the relative rate per 1,000 consumers on the active caseload. Because programs vary substantially in size, comparisons across program are more appropriately done after adjusting for these differences. Although active caseload probably represents the best measure of size, it is important to note that a few areas have substantial numbers of consumers from other areas not on their active caseload but being served in their local residential programs which may have the effect of increasing their relative rates. Further study of this will be done over time to see if additional adjustments need to be made for the rates.

Statewide, the average rate of Critical Incident and Death reports was 8.0 per 1,000 active caseload for the second quarter. This represents an increase from the first quarter that is probably due to reporting increases. There is wide variation from program to program and between the first and second quarters for individual programs.

	Total Number of Critical Incident and Death Reports				Rate of Total Critical Incident and Death Reports per 1,000 Active Caseload			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell	21	30			4.1	5.8		
Albemarle	39	13			10.7	3.9		
Blue Ridge	23	17			5.0	3.9		
Catawba	7	62			2.5	20.8		
Centerpoint	14	44			1.1	3.9		
Crossroads	48	18			10.2	3.9		
Cumberland	72	98			16.4	22.2		
Davidson	23	NR			8.5	NR		
Durham	37	15			5.5	2.7		
Eastpointe	34	63			3.4	6.6		
Edgecombe-Nash	42	44			9.8	11.3		
Foothills	70	66			7.1	6.6		
Guilford	52	59			3.2	3.5		
Johnston	9	14			3.0	4.7		
Lee-Harnett	5	5			1.2	1.2		
Mecklenburg	287	430			10.0	14.2		
Neuse	13	8			2.7	1.5		
New River	39	32			7.9	6.6		
Onslow	90	62			21.2	14.3		
OPC	19	23			3.6	4.3		
Pathways	234	152			26.1	17.1		
Piedmont	156	185			30.3	39.2		
Pitt	21	30			5.0	7.0		
Riverstone	8	3			2.1	0.8		
Roanoke-Chowan	5	19			1.4	5.0		
Rockingham	5	3			2.0	1.2		
Rutherford-Polk	8	NR			2.9	NR		
Sandhills	108	65			13.1	7.7		
Smoky Mountain	6	1			1.0	0.2		
Southeastern Center	77	95			11.2	13.7		
Southeastern Regional	26	14			3.0	1.6		
Tideland	4	2			0.7	0.4		
Trend	8	6			4.0	3.1		
VGFW	8	5			2.0	1.3		
Wake	56	93			7.3	10.9		
Wilson-Greene	8	12			1.5	2.1		
<b>All AA/CPs Reporting</b>	<b>1,682</b>	<b>1,788</b>			<b>7.3</b>	<b>8.0</b>		
Minimum					0.7	0.2		
Median					4.0	4.5		
Maximum					30.3	39.2		

NR indicates program did not report data for the quarter.

**Table 4 - Numbers of Reported Deaths by Cause of Death**

This table summarizes the numbers of deaths reported by both the totals and by cause of death.

Most deaths reported were due to terminal illness, natural causes, or of unknown cause.

	Number of Deaths Reported																							
	All Deaths				Suicide				Accident				Homicide/Violence				Terminal Illness or Other Natural Cause				Unknown Cause			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell	2	2			0	0			0	1			0	0			2	0			0	1		
Albemarle	3	0			1	0			0	0			0	0			2	0			0	0		
Blue Ridge	1	2			1	0			0	1			0	0			0	1			0	0		
Catawba	4	1			0	0			1	0			0	0			2	1			1	0		
Centerpoint	0	7			0	0			0	3			0	0			0	2			0	2		
Crossroads	7	6			1	1			0	1			0	0			4	2			2	2		
Cumberland	9	11			0	0			1	3			1	1			6	6			1	1		
Davidson	0	NR			0	NR			0	NR			0	NR			0	NR			0	NR		
Durham	3	2			0	0			0	0			1	1			2	1			0	0		
Eastpointe	2	1			0	0			0	0			0	0			2	1			0	0		
Edgecombe-Nash	0	1			0	0			0	0			0	0			0	1			0	0		
Foothills	5	4			0	0			2	0			0	0			3	4			0	0		
Guilford	14	21			2	0			0	2			0	0			9	12			3	7		
Johnston	0	0			0	0			0	0			0	0			0	0			0	0		
Lee-Harnett	1	0			0	0			0	0			0	0			1	0			0	0		
Mecklenburg	7	2			0	0			1	1			0	0			4	1			2	0		
Neuse	1	2			0	0			0	2			0	0			1	0			0	0		
New River	4	8			2	3			1	0			0	0			1	3			0	2		
Onslow	0	4			0	0			0	0			0	0			0	3			0	1		
OPC	4	3			1	1			0	0			0	0			2	2			1	0		
Pathways	22	12			2	1			1	1			2	0			14	9			3	1		
Piedmont	3	3			0	0			1	0			0	0			2	1			0	2		
Pitt	4	9			0	0			1	2			1	0			2	7			0	0		
Riverstone	0	1			0	0			0	0			0	0			0	1			0	0		
Roanoke-Chowan	0	0			0	0			0	0			0	0			0	0			0	0		
Rockingham	0	0			0	0			0	0			0	0			0	0			0	0		
Rutherford-Polk	0	NR			0	NR			0	NR			0	NR			0	NR			0	NR		
Sandhills	12	4			0	0			0	1			0	0			9	3			3	0		
Smoky Mountain	5	0			0	0			1	0			0	0			2	0			2	0		
Southeastern Center	4	6			0	0			0	3			1	1			2	2			1	0		
Southeastern Regional	2	0			0	0			0	0			0	0			2	0			0	0		
Tideland	0	0			0	0			0	0			0	0			0	0			0	0		
Trend	0	3			0	0			0	1			0	0			0	2			0	0		
VGFW	2	1			1	0			0	0			0	1			1	0			0	0		
Wake	3	11			0	9			0	0			1	0			2	1			0	1		
Wilson-Greene	0	3			0	0			0	0			0	0			0	1			0	2		
<b>All AA/CPs Reporting</b>	124	130			11	15			10	22			7	4			77	67			19	22		

NR indicates program did not report data for the quarter.

**Table 5 - Rate of Reported Deaths per 1,000 Active Consumers by Cause of Death**

This table summarizes the rate of reported deaths per 1,000 active clients. These rates offer a better comparison measure than the actual numbers due to the significant variation in program size.

Statewide, the average number of deaths per 1,000 active clients was 0.58 in the second quarter. This shows a slight rise upward from the first quarter.

	Rate of Deaths per 1,000 Active Consumers																							
	All Deaths				Suicide				Accident				Homicide/Violence				Terminal Illness or Other Natural Cause				Unknown Cause			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell	0.39	0.39			0.00	0.00			0.00	0.19			0.00	0.00			0.39	0.00			0.00	0.19		
Albemarle	0.82	0.00			0.27	0.00			0.00	0.00			0.00	0.00			0.55	0.00			0.00	0.00		
Blue Ridge	0.22	0.46			0.22	0.00			0.00	0.23			0.00	0.00			0.00	0.23			0.00	0.00		
Catawba	1.43	0.34			0.00	0.00			0.36	0.00			0.00	0.00			0.72	0.34			0.36	0.00		
Centerpoint	0.00	0.62			0.00	0.00			0.00	0.27			0.00	0.00			0.00	0.18			0.00	0.18		
Crossroads	1.49	1.31			0.21	0.22			0.00	0.22			0.00	0.00			0.85	0.44			0.42	0.44		
Cumberland	2.05	2.49			0.00	0.00			0.23	0.68			0.23	0.23			1.37	1.36			0.23	0.23		
Davidson	0.00	NR			0.00	NR			0.00	NR			0.00	NR			0.00	NR			0.00	NR		
Durham	0.44	0.36			0.00	0.00			0.00	0.00			0.15	0.18			0.30	0.18			0.00	0.00		
Eastpointe	0.20	0.10			0.00	0.00			0.00	0.00			0.00	0.00			0.20	0.10			0.00	0.00		
Edgecombe-Nash	0.00	0.26			0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.26			0.00	0.00		
Foothills	0.51	0.40			0.00	0.00			0.20	0.00			0.00	0.00			0.31	0.40			0.00	0.00		
Gulford	0.85	1.24			0.12	0.00			0.00	0.12			0.00	0.00			0.55	0.71			0.18	0.41		
Johnston	0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00		
Lee-Harnett	0.23	0.00			0.00	0.00			0.00	0.00			0.00	0.00			0.23	0.00			0.00	0.00		
Mecklenburg	0.24	0.07			0.00	0.00			0.03	0.03			0.00	0.00			0.14	0.03			0.07	0.00		
Neuse	0.21	0.38			0.00	0.00			0.00	0.38			0.00	0.00			0.21	0.00			0.00	0.00		
New River	0.81	1.65			0.41	0.62			0.20	0.00			0.00	0.00			0.20	0.62			0.00	0.41		
Onslow	0.00	0.92			0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.69			0.00	0.23		
OPC	0.76	0.57			0.19	0.19			0.00	0.00			0.00	0.00			0.38	0.38			0.19	0.00		
Pathways	2.45	1.35			0.22	0.11			0.11	0.11			0.22	0.00			1.56	1.01			0.33	0.11		
Piedmont	0.58	0.64			0.00	0.00			0.19	0.00			0.00	0.00			0.39	0.21			0.00	0.42		
Pitt	0.96	2.11			0.00	0.00			0.24	0.47			0.24	0.00			0.48	1.64			0.00	0.00		
Riverstone	0.00	0.26			0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.26			0.00	0.00		
Roanoke-Chowan	0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00		
Rockingham	0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00		
Rutherford-Polk	0.00	NR			0.00	NR			0.00	NR			0.00	NR			0.00	NR			0.00	NR		
Sandhills	1.45	0.47			0.00	0.00			0.00	0.12			0.00	0.00			1.09	0.35			0.36	0.00		
Smoky Mountain	0.81	0.00			0.00	0.00			0.16	0.00			0.00	0.00			0.32	0.00			0.32	0.00		
Southeastern Center	0.58	0.87			0.00	0.00			0.00	0.43			0.15	0.14			0.29	0.29			0.15	0.00		
Southeastern Regional	0.23	0.00			0.00	0.00			0.00	0.00			0.00	0.00			0.23	0.00			0.00	0.00		
Tideland	0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00		
Trend	0.00	1.56			0.00	0.00			0.00	0.52			0.00	0.00			0.00	1.04			0.00	0.00		
VGFW	0.50	0.25			0.25	0.00			0.00	0.00			0.00	0.25			0.25	0.00			0.00	0.00		
Wake	0.39	1.29			0.00	1.06			0.00	0.00			0.13	0.00			0.26	0.12			0.00	0.12		
Wilson-Greene	0.00	0.53			0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.18			0.00	0.36		
All AA/CPs Reporting	0.54	0.58			0.05	0.07			0.04	0.10			0.03	0.02			0.34	0.30			0.08	0.10		
Minimum	0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00		
Median	0.32	0.40			0.00	0.00			0.00	0.00			0.00	0.00			0.23	0.20			0.00	0.00		
Maximum	2.45	2.49			0.41	1.06			0.36	0.68			0.24	0.25			1.56	1.64			0.42	0.44		

NR indicates program did not report data for the quarter.

**Table 6 - Numbers of Reported Allegations of Abuse, Neglect or Exploitation of Consumers**

This table summarizes the numbers of reported allegations of abuse, neglect, or exploitation of consumers.

Abuse represents more than two-thirds of the reported allegations. Some reports may involve allegations of multiple types.

	Reported Allegations of Abuse, Neglect, or Exploitation															
	Total Reported Allegations (unduplicated)				Alleged Abuse				Alleged Neglect				Alleged Exploitation			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell	8	4			8	4			0	0			0	0		
Albemarle	1	1			1	1			0	0			0	0		
Blue Ridge	4	5			3	3			2	2			0	0		
Catawba	0	1			0	1			0	0			0	0		
Centerpoint	1	5			1	3			0	2			0	0		
Crossroads	1	2			1	1			0	1			0	0		
Cumberland	17	36			17	29			0	6			1	1		
Davidson	0	NR			0	NR			0	NR			0	NR		
Durham	3	1			2	0			1	1			0	0		
Eastpointe	20	27			19	27			1	0			0	0		
Edgecombe-Nash	5	5			4	5			1	0			0	0		
Foothills	0	0			1	2			1	0			0	0		
Guilford	5	6			4	4			1	2			0	0		
Johnston	0	1			0	2			0	0			0	0		
Lee-Harnett	0	2			0	0			0	0			0	0		
Mecklenburg	32	35			23	25			6	10			3	0		
Neuse	0	1			0	1			0	1			0	0		
New River	3	6			0	3			3	3			0	0		
Onslow	8	2			3	0			5	2			0	0		
OPC	3	1			1	1			2	0			0	0		
Pathways	29	17			16	8			11	7			2	2		
Piedmont	19	16			15	14			4	1			0	1		
Pitt	4	3			4	2			0	1			0	0		
Riverstone	3	0			0	0			3	0			0	0		
Roanoke-Chowan	3	6			2	4			1	2			0	0		
Rockingham	3	0			2	0			1	0			0	0		
Rutherford-Polk	0	NR			0	NR			0	NR			0	NR		
Sandhills	22	21			15	11			5	10			2	0		
Smoky Mountain	1	0			1	0			0	0			1	0		
Southeastern Center	8	23			3	11			3	2			2	11		
Southeastern Regional	0	2			0	2			0	0			0	0		
Tideland	2	1			1	1			1	0			0	0		
Trend	3	2			2	2			0	0			1	0		
VGFW	1	0			0	0			1	0			0	0		
Wake	6	1			6	1			0	0			0	0		
Wilson-Greene	2	2			1	2			2	0			0	0		
<b>All AA/CPs Reporting</b>	<b>217</b>	<b>235</b>			<b>156</b>	<b>170</b>			<b>55</b>	<b>53</b>			<b>12</b>	<b>15</b>		

NR indicates program did not report data for the quarter.

**Table 7 - Rates of Reported Allegations of Abuse, Neglect, or Exploitation per 1,000 Active Consumers**

This table summarizes the rates of reported allegations of abuse, neglect, or exploitation per 1,000 active consumers. These rates offer a better comparison measure than the actual numbers due to the significant variation in program size.

The average rate of reported allegations of abuse, neglect, or exploitation was 1.05 per 1,000 active caseload in the second quarter up slightly from the first quarter. The variation in rates by area program may be more reflective of differences in reporting.

	Rate of Reported Allegations of Abuse, Neglect, or Exploitation per 1,000 Active Consumers															
	Total Reported Allegations (unduplicated)				Alleged Abuse				Alleged Neglect				Alleged Exploitation			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell	1.55	0.78			1.55	0.78			0.00	0.00			0.00	0.00		
Albemarle	0.27	0.30			0.27	0.30			0.00	0.00			0.00	0.00		
Blue Ridge	0.87	1.15			0.65	0.69			0.43	0.46			0.00	0.00		
Catawba	0.00	0.34			0.00	0.34			0.00	0.00			0.00	0.00		
Centerpoint	0.08	0.45			0.08	0.27			0.00	0.18			0.00	0.00		
Crossroads	0.21	0.44			0.21	0.22			0.00	0.22			0.00	0.00		
Cumberland	3.87	8.15			3.87	6.56			0.00	1.36			0.23	0.23		
Davidson	0.00	NR			0.00	NR			0.00	NR			0.00	NR		
Durham	0.44	0.18			0.30	0.00			0.15	0.18			0.00	0.00		
Eastpointe	2.00	2.82			1.90	2.82			0.10	0.00			0.00	0.00		
Edgecombe-Nash	1.17	1.28			0.94	1.28			0.23	0.00			0.00	0.00		
Foothills	0.00	0.00			0.10	0.20			0.10	0.00			0.00	0.00		
Guilford	0.30	0.35			0.24	0.24			0.06	0.12			0.00	0.00		
Johnston	0.00	0.33			0.00	0.67			0.00	0.00			0.00	0.00		
Lee-Harnett	0.00	0.47			0.00	0.00			0.00	0.00			0.00	0.00		
Mecklenburg	1.12	1.15			0.80	0.82			0.21	0.33			0.10	0.00		
Neuse	0.00	0.19			0.00	0.19			0.00	0.19			0.00	0.00		
New River	0.61	1.24			0.00	0.62			0.61	0.62			0.00	0.00		
Onslow	1.88	0.46			0.71	0.00			1.18	0.46			0.00	0.00		
OPC	0.57	0.19			0.19	0.19			0.38	0.00			0.00	0.00		
Pathways	3.23	1.92			1.78	0.90			1.23	0.79			0.22	0.23		
Piedmont	3.69	3.39			2.91	2.96			0.78	0.21			0.00	0.21		
Pitt	0.96	0.70			0.96	0.47			0.00	0.23			0.00	0.00		
Riverstone	0.81	0.00			0.00	0.00			0.81	0.00			0.00	0.00		
Roanoke-Chowan	0.83	1.59			0.55	1.06			0.28	0.53			0.00	0.00		
Rockingham	1.22	0.00			0.81	0.00			0.41	0.00			0.00	0.00		
Rutherford-Polk	0.00	NR			0.00	NR			0.00	NR			0.00	NR		
Sandhills	2.66	2.48			1.82	1.30			0.61	1.18			0.24	0.00		
Smoky Mountain	0.16	0.00			0.16	0.00			0.00	0.00			0.16	0.00		
Southeastern Center	1.16	3.32			0.44	1.59			0.44	0.29			0.29	1.59		
Southeastern Regional	0.00	0.23			0.00	0.23			0.00	0.00			0.00	0.00		
Tideland	0.36	0.19			0.18	0.19			0.18	0.00			0.00	0.00		
Trend	1.50	1.04			1.00	1.04			0.00	0.00			0.50	0.00		
VGFW	0.25	0.00			0.00	0.00			0.25	0.00			0.00	0.00		
Wake	0.78	0.12			0.78	0.12			0.00	0.00			0.00	0.00		
Wilson-Greene	0.36	0.36			0.18	0.36			0.36	0.00			0.00	0.00		
<b>All AA/CPs Reporting</b>	<b>0.95</b>	<b>1.05</b>			<b>0.68</b>	<b>0.76</b>			<b>0.24</b>	<b>0.24</b>			<b>0.05</b>	<b>0.07</b>		
Minimum	0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00		
Median	0.59	0.44			0.26	0.32			0.10	0.00			0.00	0.00		
Maximum	3.87	8.15			3.87	6.56			1.23	1.36			0.50	1.59		

NR indicates program did not report data for the quarter.

**Table 8 - Numbers of Reported Injuries Requiring Treatment by a Physician**

This table summarizes the numbers of reported injuries to consumers requiring treatment by a physician.

More than half the injuries reported fell into the "other" category. Self-injury was the next most common category representing 15 percent of the total in the second quarter.

	Number of Reported Injuries Requiring Treatment by a Physician																							
	Total Reported Injuries				Injury Due to Suicide Attempt				Injury from Use of a Hazardous Substance				Self-Injury				Injury Caused by Another Client				Other Accident or Injury			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell	2	11			0	0			0	0			1	0			0	2			1	9		
Albemarle	10	0			0	0			0	0			6	0			1	0			3	0		
Blue Ridge	3	3			0	0			0	0			0	0			0	0			3	3		
Catawba	7	13			0	0			0	0			0	0			0	0			7	13		
Centerpoint	5	13			0	0			0	0			0	1			1	0			4	12		
Crossroads	12	6			0	1			0	0			2	1			0	0			10	4		
Cumberland	14	13			1	3			0	0			4	1			3	4			6	5		
Davidson	6	NR			0	NR			0	NR			2	NR			0	NR			4	NR		
Durham	9	4			0	0			0	1			3	1			0	0			6	2		
Eastpointe	6	12			0	0			0	0			2	0			0	3			4	9		
Edgecombe-Nash	13	15			0	0			0	0			3	8			1	7			9	0		
Foothills	25	28			0	3			0	0			2	1			0	0			23	24		
Guilford	18	19			3	3			0	0			3	6			0	0			12	10		
Johnston	2	6			2	3			0	0			0	0			0	0			0	3		
Lee-Harnett	0	2			0	0			0	1			0	0			0	0			0	1		
Mecklenburg	112	76			5	8			1	0			31	18			19	5			56	45		
Neuse	9	1			1	0			0	0			2	0			1	0			5	1		
New River	7	11			0	0			0	0			0	2			0	1			7	8		
Onslow	7	6			0	0			0	1			0	3			1	1			6	1		
OPC	3	8			0	2			0	0			2	1			0	0			1	5		
Pathways	81	48			6	3			1	0			16	6			13	7			45	32		
Piedmont	72	39			34	0			0	0			2	5			4	2			32	32		
Pitt	3	6			0	0			0	0			1	0			1	1			1	5		
Riverstone	3	0			0	0			0	0			2	0			1	0			0	0		
Roanoke-Chowan	0	3			0	0			0	0			0	0			0	0			0	3		
Rockingham	1	1			0	0			0	0			0	0			0	0			1	1		
Rutherford-Polk	6	NR			0	NR			1	NR			0	NR			0	NR			5	NR		
Sandhills	9	13			0	1			0	0			1	4			0	1			8	7		
Smoky Mountain	2	1			0	0			0	0			0	0			0	0			2	1		
Southeastern Center	29	27			2	0			0	0			0	4			5	0			22	23		
Southeastern Regional	0	3			0	0			0	0			0	0			0	0			0	3		
Tideland	2	1			0	0			0	0			0	0			1	0			1	1		
Trend	4	2			0	0			0	0			0	0			1	0			3	2		
VGFW	4	1			0	0			0	0			0	0			1	0			3	1		
Wake	25	28			6	3			0	0			0	2			1	0			18	23		
Wilson-Greene	3	6			0	0			0	1			1	1			0	3			2	1		
All AA/CPs Reporting	514	426			60	30			3	4			86	65			55	37			310	290		

NR indicates program did not report data for the quarter.



**Table 9 - Rate of Reported Injuries Requiring Treatment by a Physician per 1,000 Active Consumers**

This table summarizes the rate of reported injuries to consumers per 1,000 active consumers. These rates offer a better comparison measure than the actual numbers due to the significant variation in program size.

The average rate of injuries per 1,000 active consumers was 1.91 for reporting programs statewide in the second quarter. This represents a decline in the statewide rate from the first quarter across all the major categories. However, the pattern is not consistent across individual programs.

	Rate of Reported Injuries to Consumers Requiring Treatment by a Physician per 1,000 Active Consumers																							
	Total Reported Injuries				Injury Due to Suicide Attempt				Injury from Use of a Hazardous Substance				Self-Injury				Injury Caused by Another Client				Other Accident or Injury			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell	0.39	2.14			0.00	0.00			0.00	0.00			0.19	0.00			0.00	0.39			0.19	1.75		
Albemarle	2.74	0.00			0.00	0.00			0.00	0.00			1.65	0.00			0.27	0.00			0.82	0.00		
Blue Ridge	0.65	0.69			0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00			0.65	0.69		
Catawba	2.51	4.36			0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00			2.51	4.36		
Centerpoint	0.38	1.16			0.00	0.00			0.00	0.00			0.00	0.09			0.08	0.00			0.30	1.07		
Crossroads	2.55	1.31			0.00	0.22			0.00	0.00			0.42	0.22			0.00	0.00			2.12	0.87		
Cumberland	3.19	2.94			0.23	0.68			0.00	0.00			0.91	0.23			0.68	0.91			1.37	1.13		
Davidson	2.22	NR			0.00	NR			0.00	NR			0.74	NR			0.00	NR			1.48	NR		
Durham	1.33	0.72			0.00	0.00			0.00	0.18			0.44	0.18			0.00	0.00			0.89	0.36		
Eastpointe	0.60	1.25			0.00	0.00			0.00	0.00			0.20	0.00			0.00	0.31			0.40	0.94		
Edgecombe-Nash	3.05	3.85			0.00	0.00			0.00	0.00			0.70	2.05			0.23	1.80			2.11	0.00		
Foothills	2.55	2.81			0.00	0.30			0.00	0.00			0.20	0.10			0.00	0.00			2.34	2.41		
Guilford	1.09	1.12			0.18	0.18			0.00	0.00			0.18	0.35			0.00	0.00			0.73	0.59		
Johnston	0.67	2.00			0.67	1.00			0.00	0.00			0.00	0.00			0.00	0.00			0.00	1.00		
Lee-Harnett	0.00	0.47			0.00	0.00			0.00	0.23			0.00	0.00			0.00	0.00			0.00	0.23		
Mecklenburg	3.91	2.50			0.17	0.26			0.03	0.00			1.08	0.59			0.66	0.16			1.95	1.48		
Neuse	1.89	0.19			0.21	0.00			0.00	0.00			0.42	0.00			0.21	0.00			1.05	0.19		
New River	1.42	2.27			0.00	0.00			0.00	0.00			0.00	0.41			0.00	0.21			1.42	1.65		
Onslow	1.65	1.38			0.00	0.00			0.00	0.23			0.00	0.69			0.24	0.23			1.41	0.23		
OPC	0.57	1.51			0.00	0.38			0.00	0.00			0.38	0.19			0.00	0.00			0.19	0.95		
Pathways	9.02	5.41			0.67	0.34			0.11	0.00			1.78	0.68			1.45	0.79			5.01	3.61		
Piedmont	13.97	8.26			6.60	0.00			0.00	0.00			0.39	1.06			0.78	0.42			6.21	6.78		
Pitt	0.72	1.41			0.00	0.00			0.00	0.00			0.24	0.00			0.24	0.23			0.24	1.17		
Riverstone	0.81	0.00			0.00	0.00			0.00	0.00			0.54	0.00			0.27	0.00			0.00	0.00		
Roanoke-Chowan	0.00	0.80			0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.80		
Rockingham	0.41	0.40			0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00			0.41	0.40		
Rutherford-Polk	2.18	NR			0.00	NR			0.36	NR			0.00	NR			0.00	NR			1.82	NR		
Sandhills	1.09	1.53			0.00	0.12			0.00	0.00			0.12	0.47			0.00	0.12			0.97	0.83		
Smoky Mountain	0.32	0.15			0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00			0.32	0.15		
Southeastern Center	4.22	3.89			0.29	0.00			0.00	0.00			0.00	0.58			0.73	0.00			3.20	3.32		
Southeastern Regional	0.00	0.35			0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.35		
Tideland	0.36	0.19			0.00	0.00			0.00	0.00			0.00	0.00			0.18	0.00			0.18	0.19		
Trend	2.00	1.04			0.00	0.00			0.00	0.00			0.00	0.00			0.50	0.00			1.50	1.04		
VGFW	0.99	0.25			0.00	0.00			0.00	0.00			0.00	0.00			0.25	0.00			0.74	0.25		
Wake	3.27	3.29			0.78	0.35			0.00	0.00			0.00	0.24			0.13	0.00			2.35	2.70		
Wilson-Greene	0.55	1.07			0.00	0.00			0.00	0.18			0.18	0.18			0.00	0.53			0.36	0.18		
All AA/CPs Reporting	2.24	1.91			0.26	0.13			0.01	0.02			0.38	0.29			0.24	0.17			1.35	1.30		
Minimum	0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00		
Median	1.21	1.28			0.00	0.00			0.00	0.00			0.15	0.04			0.00	0.00			0.86	0.85		
Maximum	13.97	8.26			6.60	1.00			0.36	0.23			1.78	2.05			1.45	1.80			6.21	6.78		

NR indicates program did not report data for the quarter.

**Table 10 - Numbers of Reported Medication Errors**

This table summarizes the numbers of reported medication errors.

More than two-thirds of the medication errors reported in both quarters were due to a missed dose.

	Reported Medication Errors															
	Total Medication Errors Reported				Missed Dose of Prescription Medication				Wrong Dosage Administered				Wrong Medication Administered			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell	3	6			2	1			0	2			1	3		
Albemarle	3	1			3	1			0	0			0	0		
Blue Ridge	1	1			1	0			0	1			0	0		
Catawba	0	20			0	17			0	2			0	1		
Centerpoint	5	5			4	2			1	2			0	1		
Crossroads	7	5			7	5			0	0			0	0		
Cumberland	4	10			3	8			1	1			0	1		
Davidson	2	NR			1	NR			1	NR			0	NR		
Durham	4	1			1	1			2	0			1	0		
Eastpointe	3	6			3	5			0	1			0	0		
Edgecombe-Nash	0	1			0	1			0	0			0	0		
Foothills	28	23			26	23			0	0			2	0		
Guilford	0	3			0	3			0	0			0	0		
Johnston	0	0			0	0			0	0			0	0		
Lee-Harnett	0	0			0	0			0	0			0	0		
Mecklenburg	19	45			14	30			4	10			1	5		
Neuse	2	2			2	1			0	1			0	0		
New River	5	2			5	2			0	0			0	0		
Onslow	1	0			1	0			0	0			0	0		
OPC	0	0			0	0			0	0			0	0		
Pathways	27	14			23	12			2	2			2	0		
Piedmont	3	11			2	8			1	3			0	0		
Pitt	0	0			0	0			0	0			0	0		
Riverstone	2	2			1	1			0	1			1	0		
Roanoke-Chowan	1	2			0	1			1	1			0	0		
Rockingham	0	1			0	1			0	0			0	0		
Rutherford-Polk	2	NR			1	NR			1	NR			0	NR		
Sandhills	3	8			3	7			0	1			0	0		
Smoky Mountain	0	0			0	0			0	0			0	0		
Southeastern Center	30	27			8	19			14	6			8	2		
Southeastern Regional	4	0			0	0			4	0			0	0		
Tideland	0	0			0	0			0	0			0	0		
Trend	0	0			0	0			0	0			0	0		
VGFW	0	1			0	1			0	0			0	0		
Wake	3	18			0	18			0	0			3	0		
Wilson-Greene	0	1			0	1			0	0			0	0		
<b>All AA/CPs Reporting</b>	162	216			111	169			32	34			19	13		

NR indicates program did not report data for the quarter.

**Table 11 - Rate of Reported Medication Errors per 1,000 Active Consumers**

This table summarizes the rate of reported medication errors per 1,000 active consumers. These rates offer a better comparison measure than the actual numbers due to the significant variation in program size.

Based on the reported data, there was less than 1 medication error per 1,000 active consumers in both quarters. The wide variation in rates is likely to be due in part to incomplete reporting.

	Rate of Reported Medication Errors per 1,000 Active Consumers															
	Total Medication Errors Reported				Missed Dose of Prescription Medication				Wrong Dosage Administered				Wrong Medication Administered			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell	0.58	1.17			0.39	0.19			0.00	0.39			0.19	0.58		
Albemarle	0.82	0.30			0.82	0.30			0.00	0.00			0.00	0.00		
Blue Ridge	0.22	0.23			0.22	0.00			0.00	0.23			0.00	0.00		
Catawba	0.00	6.70			0.00	5.70			0.00	0.67			0.00	0.34		
Centerpoint	0.38	0.45			0.30	0.18			0.08	0.18			0.00	0.09		
Crossroads	1.49	1.09			1.49	1.09			0.00	0.00			0.00	0.00		
Cumberland	0.91	2.26			0.68	1.81			0.23	0.23			0.00	0.23		
Davidson	0.74	NR			0.37	NR			0.37	NR			0.00	NR		
Durham	0.59	0.18			0.15	0.18			0.30	0.00			0.15	0.00		
Eastpointe	0.30	0.63			0.30	0.52			0.00	0.10			0.00	0.00		
Edgecombe-Nash	0.00	0.26			0.00	0.26			0.00	0.00			0.00	0.00		
Foothills	2.85	2.31			2.65	2.31			0.00	0.00			0.20	0.00		
Guilford	0.00	0.18			0.00	0.18			0.00	0.00			0.00	0.00		
Johnston	0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00		
Lee-Harnett	0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00		
Mecklenburg	0.66	1.48			0.49	0.99			0.14	0.33			0.03	0.16		
Neuse	0.42	0.38			0.42	0.19			0.00	0.19			0.00	0.00		
New River	1.02	0.41			1.02	0.41			0.00	0.00			0.00	0.00		
Onslow	0.24	0.00			0.24	0.00			0.00	0.00			0.00	0.00		
OPC	0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00		
Pathways	3.01	1.58			2.56	1.35			0.22	0.23			0.22	0.00		
Piedmont	0.58	2.33			0.39	1.69			0.19	0.64			0.00	0.00		
Pitt	0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00		
Riverstone	0.54	0.53			0.27	0.26			0.00	0.26			0.27	0.00		
Roanoke-Chowan	0.28	0.53			0.00	0.27			0.28	0.27			0.00	0.00		
Rockingham	0.00	0.40			0.00	0.40			0.00	0.00			0.00	0.00		
Rutherford-Polk	0.73	NR			0.36	NR			0.36	NR			0.00	NR		
Sandhills	0.36	0.94			0.36	0.83			0.00	0.12			0.00	0.00		
Smoky Mountain	0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00		
Southeastern Center	4.36	3.89			1.16	2.74			2.04	0.87			1.16	0.29		
Southeastern Regional	0.47	0.00			0.00	0.00			0.47	0.00			0.00	0.00		
Tideland	0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00		
Trend	0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00		
VGFW	0.00	0.25			0.00	0.25			0.00	0.00			0.00	0.00		
Wake	0.39	2.12			0.00	2.12			0.00	0.00			0.39	0.00		
Wilson-Greene	0.00	0.18			0.00	0.18			0.00	0.00			0.00	0.00		
<b>All AA/CPs Reporting</b>	<b>0.71</b>	<b>0.97</b>			<b>0.48</b>	<b>0.76</b>			<b>0.14</b>	<b>0.15</b>			<b>0.08</b>	<b>0.06</b>		
Minimum	0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00		
Median	0.37	0.39			0.23	0.26			0.00	0.00			0.00	0.00		
Maximum	4.36	6.70			2.65	5.70			2.04	0.87			1.16	0.58		

NR indicates program did not report data for the quarter.

**Table 12 - Numbers of Other Reported Critical Incidents**

This table summarizes the numbers of other types of reported critical incidents.

Client absence without notification was the most common type of these other critical incidents. There were no cases of reported injury or death due to fire or equipment failure.

	Other Reported Critical Incidents																			
	Client Absence Without Notification for more than 3 Hours				Suspension of a Client from Services				Expulsion of a Client from Services				Arrest of a Client for Violations of Local, State, or Federal Law				Fire or Equipment Failure that has Resulted in Death or Injury			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell	4	5			0	0			2	1			0	1			0	0		
Albemarle	6	0			0	0			0	0			0	0			0	0		
Blue Ridge	4	1			0	0			11	4			0	1			0	0		
Catawba	0	2			0	0			0	0			0	0			0	0		
Centerpoint	0	3			1	1			0	1			3	4			0	0		
Crossroads	5	1			0	0			0	0			0	0			0	0		
Cumberland	18	24			0	0			0	0			5	2			0	0		
Davidson	2	NR			0	NR			0	NR			0	NR			0	NR		
Durham	13	4			0	0			0	0			5	3			0	0		
Eastpointe	2	15			0	0			0	0			1	4			0	0		
Edgecombe-Nash	5	7			12	6			7	9			0	0			0	0		
Foothills	9	6			0	0			0	0			1	3			0	0		
Guilford	13	9			0	0			1	0			1	1			0	0		
Johnston	3	2			0	0			0	0			1	1			0	0		
Lee-Harnett	2	0			0	0			0	0			1	1			0	0		
Mecklenburg	75	85			5	4			5	2			16	12			0	0		
Neuse	0	0			0	0			0	0			1	0			0	0		
New River	4	3			0	0			0	1			0	1			0	0		
Onslow	0	1			0	1			0	0			3	0			0	0		
OPC	3	4			5	5			1	0			0	2			0	0		
Pathways	16	12			9	5			4	0			8	7			0	0		
Piedmont	36	14			11	1			0	3			1	8			0	0		
Pitt	7	8			0	0			1	1			2	2			0	0		
Riverstone	0	0			0	0			0	0			0	0			0	0		
Roanoke-Chowan	1	3			0	0			0	0			0	4			0	0		
Rockingham	0	1			0	0			0	0			0	0			0	0		
Rutherford-Polk	0	NR			0	NR			0	NR			0	NR			0	NR		
Sandhills	46	11			1	1			0	0			3	4			0	0		
Smoky Mountain	0	0			0	0			0	0			0	0			0	0		
Southeastern Center	4	11			0	1			0	0			2	0			0	0		
Southeastern Regional	2	2			0	0			0	0			0	1			0	0		
Tideland	0	0			0	0			0	0			0	0			0	0		
Trend	1	0			0	0			0	0			0	0			0	0		
VGFW	0	2			0	0			0	0			1	0			0	0		
Wake	4	21			4	2			8	0			1	1			0	0		
Wilson-Greene	2	1			0	0			0	0			0	0			0	0		
<b>All AA/CPs Reporting</b>	287	258			48	27			40	22			56	63			0	0		

NR indicates program did not report data for the quarter.

**Table 13 - Rate of Other Reported Critical Incidents per 1,000 Active Consumers**

This table summarizes other reported critical incidents per 1,000 active consumers. These rates offer a better comparison measure than the actual numbers due to the significant variation in program size.

Except for client absence without notification, these other types of critical incidents all had statewide rates of 0.28 or less per 1,000 consumers. As with previous tables the wide variation in rates by local area may be more reflective of reporting differences.

	Other Reported Critical Incidents per 1,000 Active Clients																			
	Client Absence Without Notification for more than 3 Hours				Suspension of a Client from Services				Expulsion of a Client from Services				Arrest of a Client for Violations of Local, State, or Federal Law				Fire or Equipment Failure that has Resulted in Death or Injury			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell	0.78	0.97			0.00	0.00			0.39	0.19			0.00	0.19			0.00	0.00		
Albemarle	1.65	0.00			0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00		
Blue Ridge	0.87	0.23			0.00	0.00			2.39	0.92			0.00	0.23			0.00	0.00		
Catawba	0.00	0.67			0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00		
Centerpoint	0.00	0.27			0.08	0.09			0.00	0.09			0.23	0.36			0.00	0.00		
Crossroads	1.06	0.22			0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00		
Cumberland	4.10	5.43			0.00	0.00			0.00	0.00			1.14	0.45			0.00	0.00		
Davidson	0.74	NR			0.00	NR			0.00	NR			0.00	NR			0.00	NR		
Durham	1.92	0.72			0.00	0.00			0.00	0.00			0.74	0.54			0.00	0.00		
Eastpointe	0.20	1.57			0.00	0.00			0.00	0.00			0.10	0.42			0.00	0.00		
Edgecombe-Nash	1.17	1.80			2.81	1.54			1.64	2.31			0.00	0.00			0.00	0.00		
Foothills	0.92	0.60			0.00	0.00			0.00	0.00			0.10	0.30			0.00	0.00		
Guilford	0.79	0.53			0.00	0.00			0.06	0.00			0.06	0.06			0.00	0.00		
Johnston	1.00	0.67			0.00	0.00			0.00	0.00			0.33	0.33			0.00	0.00		
Lee-Harnett	0.46	0.00			0.00	0.00			0.00	0.00			0.23	0.23			0.00	0.00		
Mecklenburg	2.62	2.80			0.17	0.13			0.17	0.07			0.56	0.40			0.00	0.00		
Neuse	0.00	0.00			0.00	0.00			0.00	0.00			0.21	0.00			0.00	0.00		
New River	0.81	0.62			0.00	0.00			0.00	0.21			0.00	0.21			0.00	0.00		
Onslow	0.00	0.23			0.00	0.23			0.00	0.00			0.71	0.00			0.00	0.00		
OPC	0.57	0.76			0.95	0.95			0.19	0.00			0.00	0.38			0.00	0.00		
Pathways	1.78	1.35			1.00	0.56			0.45	0.00			0.89	0.79			0.00	0.00		
Piedmont	6.98	2.96			2.13	0.21			0.00	0.64			0.19	1.69			0.00	0.00		
Pitt	1.67	1.88			0.00	0.00			0.24	0.23			0.48	0.47			0.00	0.00		
Riverstone	0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00		
Roanoke-Chowan	0.28	0.80			0.00	0.00			0.00	0.00			0.00	1.06			0.00	0.00		
Rockingham	0.00	0.40			0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00		
Rutherford-Polk	0.00	NR			0.00	NR			0.00	NR			0.00	NR			0.00	NR		
Sandhills	5.57	1.30			0.12	0.12			0.00	0.00			0.36	0.47			0.00	0.00		
Smoky Mountain	0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00		
Southeastern Center	0.58	1.59			0.00	0.14			0.00	0.00			0.29	0.00			0.00	0.00		
Southeastern Regional	0.23	0.23			0.00	0.00			0.00	0.00			0.00	0.12			0.00	0.00		
Tideland	0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00		
Trend	0.50	0.00			0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00		
VGFW	0.00	0.51			0.00	0.00			0.00	0.00			0.25	0.00			0.00	0.00		
Wake	0.52	2.47			0.52	0.24			1.05	0.00			0.13	0.12			0.00	0.00		
Wilson-Greene	0.36	0.18			0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00		
<b>All AA/CPs Reporting</b>	<b>1.25</b>	<b>1.15</b>			<b>0.21</b>	<b>0.12</b>			<b>0.17</b>	<b>0.10</b>			<b>0.24</b>	<b>0.28</b>			<b>0.00</b>	<b>0.00</b>		
Minimum	0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00		
Median	0.57	0.61			0.00	0.00			0.00	0.00			0.03	0.16			0.00	0.00		
Maximum	6.98	5.43			2.81	1.54			2.39	2.31			1.14	1.69			0.00	0.00		

NR indicates program did not report data for the quarter.

**Table 14 - Numbers of Consumers in Restraint or Seclusion at Time of Critical Incidents**

This table summarizes the numbers of consumers who were in restraint or seclusion at the time of a critical incident.

Of the reported cases, nearly all were situations where physical restraint was being used.

	Reported Cases of Consumer in Restraint or Seclusion at Time of Critical Incident															
	Total Cases of Restraint or Seclusion (unduplicated)				Physically Restrained				Chemically Restrained				In Seclusion			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell	0	0			0	0			0	0			0	0		
Albemarle	8	11			17	11			0	0			0	0		
Blue Ridge	0	0			0	0			0	0			0	0		
Catawba	0	24			0	24			0	0			0	0		
Centerpoint	0	0			0	0			0	0			0	0		
Crossroads	16	0			0	0			0	0			0	0		
Cumberland	1	3			1	3			0	0			0	0		
Davidson	13	NR			13	NR			0	NR			0	NR		
Durham	0	1			0	1			0	0			0	0		
Eastpointe	0	0			0	0			0	0			0	0		
Edgecombe-Nash	0	0			0	0			0	0			0	0		
Foothills	0	0			0	0			0	0			0	0		
Guilford	0	0			0	0			0	0			0	0		
Johnston	3	4			3	6			0	0			0	0		
Lee-Harnett	0	0			0	0			0	0			0	0		
Mecklenburg	104	100			98	97			6	0			0	4		
Neuse	0	0			0	0			0	0			0	0		
New River	16	1			16	1			0	0			0	0		
Onslow	11	4			11	4			0	0			0	0		
OPC	0	0			0	0			0	0			0	0		
Pathways	31	18			29	18			0	0			2	0		
Piedmont	42	76			38	68			0	0			3	8		
Pitt	0	1			0	1			0	0			0	0		
Riverstone	0	0			0	0			0	0			0	0		
Roanoke-Chowan	0	1			0	1			0	0			0	0		
Rockingham	1	0			1	0			0	0			0	0		
Rutherford-Polk	0	NR			0	NR			0	NR			0	NR		
Sandhills	1	3			1	3			0	0			0	0		
Smoky Mountain	1	0			1	0			0	0			0	0		
Southeastern Center	0	7			0	7			0	0			0	0		
Southeastern Regional	9	0			9	0			0	0			0	0		
Tideland	0	0			0	0			0	0			0	0		
Trend	0	1			0	1			0	0			0	0		
VGFW	0	0			0	0			0	0			0	0		
Wake	2	2			2	2			0	0			0	0		
Wilson-Greene	1	1			1	1			0	0			0	0		
<b>All AA/CPs Reporting</b>	260	258			241	249			6	0			5	12		

NR indicates program did not report data for the quarter.

**Table 15 - Rate of Reported Cases of Consumers in Restraint or Seclusion at Time of Critical Incident per 1,000 Active**

This table summarizes the rates of reported use of restraint or seclusion at the time of critical incidents per 1,000 active consumers. These rates offer a better comparison measure than the actual numbers due to the significant variation in program size.

Statewide the rate of reported use of seclusion or restraint at the time of a critical incident was 1.15 per 1,000 active consumers in the second quarter, a slight increase from the first quarter. The wide variation in rates is like due to the small numbers and incomplete reporting.

	Rate of Reported Cases of Consumers in Restraint or Seclusion at Time of Critical Incident per 1,000 Active Consumers															
	Total Cases of Restraint or Seclusion (unduplicated)				Physically Restrained				Chemically Restrained				In Seclusion			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell	0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00		
Albemarle	2.20	3.28			4.67	3.28			0.00	0.00			0.00	0.00		
Blue Ridge	0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00		
Catawba	0.00	8.05			0.00	8.05			0.00	0.00			0.00	0.00		
Centerpoint	0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00		
Crossroads	3.40	0.00			0.00	0.00			0.00	0.00			0.00	0.00		
Cumberland	0.23	0.68			0.23	0.68			0.00	0.00			0.00	0.00		
Davidson	4.82	NR			4.82	NR			0.00	NR			0.00	NR		
Durham	0.00	0.18			0.00	0.18			0.00	0.00			0.00	0.00		
Eastpointe	0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00		
Edgecombe-Nash	0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00		
Foothills	0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00		
Guilford	0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00		
Johnston	1.00	1.33			1.00	2.00			0.00	0.00			0.00	0.00		
Lee-Harnett	0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00		
Mecklenburg	3.63	3.30			3.42	3.20			0.21	0.00			0.00	0.13		
Neuse	0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00		
New River	3.25	0.21			3.25	0.21			0.00	0.00			0.00	0.00		
Onslow	2.59	0.92			2.59	0.92			0.00	0.00			0.00	0.00		
OPC	0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00		
Pathways	3.45	2.03			3.23	2.03			0.00	0.00			0.22	0.00		
Piedmont	8.15	16.09			7.37	14.40			0.00	0.00			0.58	1.69		
Pitt	0.00	0.23			0.00	0.23			0.00	0.00			0.00	0.00		
Riverstone	0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00		
Roanoke-Chowan	0.00	0.27			0.00	0.27			0.00	0.00			0.00	0.00		
Rockingham	0.41	0.00			0.41	0.00			0.00	0.00			0.00	0.00		
Rutherford-Polk	0.00	NR			0.00	NR			0.00	NR			0.00	NR		
Sandhills	0.12	0.35			0.12	0.35			0.00	0.00			0.00	0.00		
Smoky Mountain	0.16	0.00			0.16	0.00			0.00	0.00			0.00	0.00		
Southeastern Center	0.00	1.01			0.00	1.01			0.00	0.00			0.00	0.00		
Southeastern Regional	1.05	0.00			1.05	0.00			0.00	0.00			0.00	0.00		
Tideland	0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00		
Trend	0.00	0.52			0.00	0.52			0.00	0.00			0.00	0.00		
VGFW	0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00		
Wake	0.26	0.24			0.26	0.24			0.00	0.00			0.00	0.00		
Wilson-Greene	0.18	0.18			0.18	0.18			0.00	0.00			0.00	0.00		
<b>All AA/CPs Reporting</b>	<b>1.13</b>	<b>1.15</b>			<b>1.05</b>	<b>1.11</b>			<b>0.03</b>	<b>0.00</b>			<b>0.02</b>	<b>0.05</b>		
Minimum	0.00	0.00			0.00	0.00			0.00	0.00			0.00	0.00		
Median	0.00	0.09			0.00	0.09			0.00	0.00			0.00	0.00		
Maximum	8.15	16.09			7.37	14.40			0.21	0.00			0.58	1.69		

NR indicates program did not report data for the quarter.

**Table 16 - Numbers of Total Reported Uses and Consumers in Seclusion and Restraint**

This table summarizes all the reported uses of restraint or seclusion including cases where no critical incident happened. Because of the wording of this reporting requirement, not all providers may be reporting this information to local area authorities. It may be limited to contract providers.

This reporting of all uses of seclusion and restraint is higher, but physical restraint again represents nearly all of the reported cases.

	Reported Uses												Number of Consumers Restrained or Secluded											
	Physical Restraint				Chemical Restraint				Seclusion				Physical Restraint				Chemical Restraint				Seclusion			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell	0	10			0	0			0	0			0	3			0	0			0	0		
Albemarle	17	11			0	0			0	0			8	7			0	0			0	0		
Blue Ridge	6	0			0	0			0	0			5	0			0	0			0	0		
Catawba	35	24			0	0			0	0			10	18			0	0			0	0		
Centerpoint	12	7			0	0			1	0			8	4			0	0			1	0		
Crossroads	13	69			0	0			3	9			13	24			0	0			3	3		
Cumberland	36	14			0	0			0	0			21	11			0	0			0	0		
Davidson	13	NR			0	NR			0	NR			7	NR			0	NR			0	NR		
Durham	2	1			0	0			0	0			2	1			0	0			0	0		
Eastpointe	154	184			0	0			0	0			11	11			0	0			0	0		
Edgecombe-Nash	33	21			0	0			0	0			11	8			0	0			0	0		
Foothills	22	34			0	0			0	0			15	19			0	0			0	0		
Guilford	23	7			0	0			0	0			8	1			0	0			0	0		
Johnston	0	0			0	0			0	0			0	0			0	0			0	0		
Lee-Harnett	1	1			0	0			0	0			1	1			0	0			0	0		
Mecklenburg	98	97			6	0			0	4			42	53			4	0			0	4		
Neuse	19	7			0	0			0	0			3	4			0	0			0	0		
New River	16	17			0	0			0	0			5	9			0	0			0	0		
Onslow	11	4			0	0			0	0			6	3			0	0			0	0		
OPC	2	0			0	0			0	0			2	0			0	0			0	0		
Pathways	19	13			0	0			2	0			19	13			0	0			2	0		
Piedmont	38	68			0	0			3	8			22	63			0	0			1	7		
Pitt	0	15			0	0			0	0			0	1			0	0			0	0		
Riverstone	0	0			0	0			0	0			0	0			0	0			0	0		
Roanoke-Chowan	0	1			0	0			0	0			0	1			0	0			0	0		
Rockingham	1	0			0	0			0	0			1	0			0	0			0	0		
Rutherford-Polk	4	NR			0	NR			0	NR			4	NR			0	NR			0	NR		
Sandhills	86	37			0	0			0	0			16	15			0	0			0	0		
Smoky Mountain	1	1			0	0			0	0			1	1			0	0			0	0		
Southeastern Center	40	6			0	0			0	0			40	6			0	0			0	0		
Southeastern Regional	59	18			0	0			2	7			24	11			0	0			2	4		
Tideland	8	0			0	0			0	0			6	0			0	0			0	0		
Trend	10	6			0	0			0	0			8	3			0	0			0	0		
VGFW	1	2			0	0			5	3			1	2			0	0			5	3		
Wake	0	2			0	0			0	0			0	2			0	0			0	0		
Wilson-Greene	1	3			0	0			0	0			1	3			0	0			0	0		
<b>All AA/CPs Reporting</b>	<b>781</b>	<b>680</b>			<b>6</b>	<b>0</b>			<b>16</b>	<b>31</b>			<b>321</b>	<b>298</b>			<b>4</b>	<b>0</b>			<b>14</b>	<b>21</b>		

NR indicates program did not report data for the quarter.



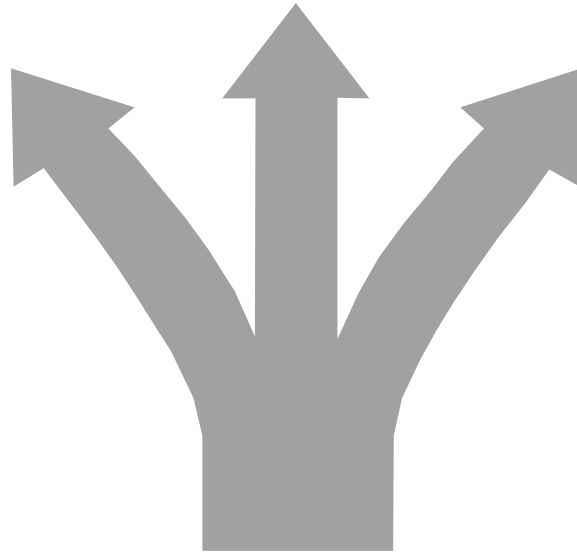
**Table 17 - Rate of Reported Total Use of Seclusion and Restraint**

This table summarizes rates of all reported uses of restraint or seclusion per 1,000 active consumers. This includes cases where no critical incident occurred. These rates offer a better comparison measure than the actual numbers due to the significant variation in program size.

Statewide, the reported uses of physical restraint was 3.04 per 1,000 active consumers in the second quarter and represents nearly all the reported cases. This represents a drop on average statewide, but the pattern is not consistent from across all programs. On average, physical restraints were used 2.3 times per consumer who was restrained during the quarter.

	Use of Restraint or Seclusion per 1,000 Active Consumer												Average Uses of Restraint or Seclusion per Consumer											
	Physical Restraint				Chemical Restraint				Seclusion				Physical Restraint				Chemical Restraint				Seclusion			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell	0.00	1.94			0.00	0.00			0.00	0.00			None	3.3			None	None			None	None		
Albemarle	4.67	3.28			0.00	0.00			0.00	0.00			2.1	1.6			None	None			None	None		
Blue Ridge	1.30	0.00			0.00	0.00			0.00	0.00			1.2	None			None	None			None	None		
Catawba	12.54	8.05			0.00	0.00			0.00	0.00			3.5	1.3			None	None			None	None		
Centerpoint	0.91	0.62			0.00	0.00			0.08	0.00			1.5	1.8			None	None			1.0	None		
Crossroads	2.76	15.05			0.00	0.00			0.64	1.96			1.0	2.9			None	None			1.0	3.0		
Cumberland	8.20	3.17			0.00	0.00			0.00	0.00			1.7	1.3			None	None			None	None		
Davidson	4.82	NR			0.00	NR			0.00	NR			1.9	NR			None	NR			None	NR		
Durham	0.30	0.18			0.00	0.00			0.00	0.00			1.0	1.0			None	None			None	None		
Eastpointe	15.38	19.21			0.00	0.00			0.00	0.00			14.0	16.7			None	None			None	None		
Edgecombe-Nash	7.73	5.39			0.00	0.00			0.00	0.00			3.0	2.6			None	None			None	None		
Foothills	2.24	3.42			0.00	0.00			0.00	0.00			1.5	1.8			None	None			None	None		
Guilford	1.40	0.41			0.00	0.00			0.00	0.00			2.9	7.0			None	None			None	None		
Johnston	0.00	0.00			0.00	0.00			0.00	0.00			None	None			None	None			None	None		
Lee-Harnett	0.23	0.23			0.00	0.00			0.00	0.00			1.0	1.0			None	None			None	None		
Mecklenburg	3.42	3.20			0.21	0.00			0.00	0.13			2.3	1.8			1.5	None			None	1.0		
Neuse	4.00	1.32			0.00	0.00			0.00	0.00			6.3	1.8			None	None			None	None		
New River	3.25	3.51			0.00	0.00			0.00	0.00			3.2	1.9			None	None			None	None		
Onslow	2.59	0.92			0.00	0.00			0.00	0.00			1.8	1.3			None	None			None	None		
OPC	0.38	0.00			0.00	0.00			0.00	0.00			1.0	None			None	None			None	None		
Pathways	2.12	1.46			0.00	0.00			0.22	0.00			1.0	1.0			None	None			1.0	None		
Piedmont	7.37	14.40			0.00	0.00			0.58	1.69			1.7	1.1			None	None			3.0	1.1		
Pitt	0.00	3.52			0.00	0.00			0.00	0.00			None	15.0			None	None			None	None		
Riverstone	0.00	0.00			0.00	0.00			0.00	0.00			None	None			None	None			None	None		
Roanoke-Chowan	0.00	0.27			0.00	0.00			0.00	0.00			None	1.0			None	None			None	None		
Rockingham	0.41	0.00			0.00	0.00			0.00	0.00			1.0	None			None	None			None	None		
Rutherford-Polk	1.46	NR			0.00	NR			0.00	NR			1.0	NR			None	NR			None	NR		
Sandhills	10.41	4.36			0.00	0.00			0.00	0.00			5.4	2.5			None	None			None	None		
Smoky Mountain	0.16	0.15			0.00	0.00			0.00	0.00			1.0	1.0			None	None			None	None		
Southeastern Center	5.81	0.87			0.00	0.00			0.00	0.00			1.0	1.0			None	None			None	None		
Southeastern Regional	6.91	2.09			0.00	0.00			0.23	0.81			2.5	1.6			None	None			1.0	1.8		
Tideland	1.45	0.00			0.00	0.00			0.00	0.00			1.3	None			None	None			None	None		
Trend	5.01	3.13			0.00	0.00			0.00	0.00			1.3	2.0			None	None			None	None		
VGFW	0.25	0.51			0.00	0.00			1.24	0.76			1.0	1.0			None	None			1.0	1.0		
Wake	0.00	0.24			0.00	0.00			0.00	0.00			None	1.0			None	None			None	None		
Wilson-Greene	0.18	0.53			0.00	0.00			0.00	0.00			1.0	1.0			None	None			None	None		
All AA/CPs Reporting	3.41	3.04			0.03	0.00			0.07	0.14			2.4	2.3			1.5	None			1.1	1.5		
Minimum	0.00	0.00			0.00	0.00			0.00	0.00			1.00	1.00			1.50	None			1.00	1.00		
Median	1.79	1.12			0.00	0.00			0.00	0.00			1.48	1.60			1.50	None			1.00	1.14		
Maximum	15.38	19.21			0.21	0.00			1.24	1.96			14.00	16.73			1.50	None			3.00	3.00		

NR indicates program did not report data for the quarter.



**Please give us feedback so we can improve these reports by making them more informative and more useful to you!**

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